

Contract Configuration

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Overview

Cumulus allows for the creation and cancellation of contracts against specific package subscriptions. The package on which the subscription has been activated must be part of a valid package pool and the user must have the relevant permissions to be able to add contracts to a package subscription.

For a general overview of contracts types, refer to the article on [contracts](#).

Adding a Contract

To add a contract, do the following:

1. Navigate to the customer, then click **Package Subscriptions**.
2. Click on the Package Subscription ID and then open the **Contract Configuration** tab.
3. Click **Add Contract**.
4. Set the End Date (mandatory). This can be an arbitrary value, or you can simply let the system decide and tick the box: *Automatically Set End Date*.
5. Choose the contract you wish to add and then click **Add Selected**.

HomeCustomersServicesBillingPackages and PlansProductsInventoryReportFinanceEventsCommissionsService DeskIntegrationAdmin

Customer ListCreate New CustomerAccount Groups

Customer: Mr Sharon Carpenter (Account ID : 1641102, Profile: res customers, Balance : \$4,994.68)

Has 3 overdue Invoices. Oldest Invoice is 1681 days old with an amount of \$55
Package My Website Bundle - SELL has 1 UnAllocated service subscriptions
Package My Website Bundle - SELL has 1 UnAllocated service subscriptions

DashboardSummaryDetailContactsSitesPersonal InformationPackage SubscriptionsService SubscriptionsAccount Discount SubscriptionsPending Ledger CardlinesInvoicesBilling StatusAccount Security
TransactionsOrderOrder HistoryPurchasesPayment PlanProduct PricingPayment ExtensionPayment MethodsPaymentsCost CentreEnd User PortalNotesService DeskService RestrictionReferral / Marketing
Bounty RequestsIntegration

Package Subscription #2645154 [AAPT - IP-Line (Auth) - Sell Package Plan]

Package Subscription Overview

Status: Cancelled
Start Date: 1 Sep 2019
End Date: 21 Nov 2019
Package Plan: [Internal: AAPT - IP-Line (Auth) - Sell Package Plan] [External: AAPT - IP-Line (Auth) - Sell Package Plan] (#176363)
Package Plan Setup Fee: None
Package Plan Access Fee: 90.91
Commission User: Fred Fred
Org Unit: Training Agent 5

Package Subscription Action

Notice:
There are no actions to perform on this package because of its current status.

Allocated Service SubscriptionsPackage Chain ConfigurationContract ConfigurationAccess Fee OverrideUnallocated Service SubscriptionsOrder FormPackage Subscription HistoryPackage Subscription Group

Package Subscription NoteCustomer ContractFixed Length Discount

Current Contract:

Name: Test Contract

Status: Expired

Start Date: 1 Sep 2019 00:00:00

End Date: 21 Nov 2019 14:47:51

Original Start Date: 1 Sep 2019 00:00:00

Original End Date: 1 Sep 2022 00:00:00

Add Contract

Cancelling *Breaking Out* a Contract

To break out of a contract, do the following:

1. Go to the customer's account and locate the package subscription with the attached contract.
2. Click **Break Out Contract**. Note that the value of the break out fee is in the button.
3. Confirm that the contract is to be broken by clicking 'Yes'.

The cancellation fee will be generated as a pending cardline.

Contract Discounts

Where the contract includes a per period credit that is time-limited, the details of the discount can be seen under the customer's package subscription. See the [Package Subscription](#) page for further information.

Early Upgrades

It is possible to offer customers an early upgrade to eligible customers and override the contract breakout rules and fees for early upgrading customers. Click [here](#) for more information.

Related Pages

- [The Emersion Billing Objects](#)
- [Early Upgrade Fundamentals](#)
- [Contracts](#)
- [Contract Discounts](#)
- [Early Upgrade](#)
- [Plan Building and Plan Management](#)
- [Contract Fundamentals](#)
- [Training Session Guide: Packages and Plans](#)
- [Contract Plan Pool Import](#)
- [Configure Early Upgrade Eligibility](#)
- [Plan Object Weighting](#)
- [Contract Import](#)
- [Payment Plans Fundamentals](#)
- [Batch Mediation System](#)
- [BPay Fundamentals](#)